Completer-Model questions uti	ilize the ACSI methodology to determine score.	s and impacts
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Job Announcement (1=Poor, 10=Excellent, Don't Know)	Satisfaction (1=Poor, 10=Excellent)	Likelihood to Return (=Not Very Likely, 10=Very Likely)
1 Please rate how well the job announcements helped you understand the job duties.	10 What is your overall satisfaction with this job application process?	13 How likely are you to <b>return to apply for a specific job at this agency in the future</b> ?
2 Please rate how well the job announcements helped you understand the qualifications required for the position.	11 How well does this job application process meet your expectations?	Likelihood to Recommend (1=Not Very Likely, 10=Very Likely)
3 Please rate how well the job announcements provided answers to your questions.	12 How does this job application process compare to your idea of an ideal job application process?	14 How likely are you to <b>recommend someone else apply for a job with this agency</b> ?

CQ ID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO02546		How long did it take you to finish your application?	Less than one hour		Radio button, one-up vertical		
			1-2 hours				
			3-4 hours				
			More than four hours				
EDO02547		What documents were you required to submit for this position?	Resume only, no other documents		Radio button, one-up vertical	Single	Y
			A resume and an assessment questionnaire				
			Other, please specify	Α			
EDO02548	Α	Other_documents submitted			Text area, no char limit		N
AED12560		How do you feel the Federal job application process compares to private sector job application processes?	Federal job application process is more cumbersome.		Radio button, two-up vertical	Single	Y
			Federal job application process is less cumbersome.				
			Federal job application process and private sector job application process are				
EDO02549		What is your number one reason for applying for this position with the Federal government? (Choose only one answer)	about the same. Salary		Radio button, one-up vertical	Single	Y
		(Choose only one whome)	Career advancement opportunities				
			Interested in the location of the job				
			A chance for public service (want to work for the Federal gov't)				
			Interested in duties of the position		-		
			Interested in working for this agency		7		
			Flexible schedules, such as tele-work		7		
			Other, please specify	Α	7		
EDO02550	А	Please tell us any other reasons you are interested in applying for this position.			Text area, no char limit		N
ACQOsl0002055		Do you know how to check the current status of your application?	Yes		Drop down, select one	Single	Y
			No				
EDO02551		Are you <b>currently</b> employed?	Yes		Drop down, select one	Single	Y
			No				
EDO02553		Have you ever worked for the Federal Government?	Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently do not	В	Drop down, select one	Single	Y
ED-003EEC		If you what is the highest grade level marking you have held	No, I have never worked for the Federal government		Dran dayın salastana	Cinala	NI.
EDO02556	В	If yes, what is the highest grade level position you have held with the Federal Government?	GS-1 or equivalent GS-2 or equivalent		Drop down, select one	Single	N
			GS-3 or equivalent				
			GS-4 or equivalent				
			GS-5 or equivalent				
			GS-6 or equivalent				
			GS-7 or equivalent				
			GS-8 or equivalent				
			GS-9 or equivalent				
			GS-10 or equivalent				
			GS-11 or equivalent				
			GS-12 or equivalent				
			GS-13 or equivalent				
			GS-14 or equivalent				
			GS-15 or equivalent				
			SES/SL/ST				
			Don't know				
			Other, please specify	Α			
AED12561	A	Other_highest grade level held			Text area, no char limit		N
EDO02557		How did you hear about this job?	I was notified via a USAJOBS automated search agent		Radio button, one-up vertical	Multi	Y
			I routinely search USAJOBS		- ·		
			College career service center				
			Social media (Facebook, Twitter, etc.)				
			I attended a recruitment event where I met with agency representatives				
			Visited the agency website				
			I was referred to the position by an employee of that agency				
			Agency print ad				
			Referred by an associate/friend				
			Found it on another job board or search agent other than USAJOBS				
			Other, please specify	Α			

CQ ID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO02558	Α	Other_hear about job	Other_hear about job		Text area, no char limit		
EDO02560		Have you <b>graduated college or obtained your degree</b> within the last two years?	Yes		Drop down, select one	Single	Y
			No				
EDO02561		What is the <b>highest level of education</b> you have attained?	High school diploma		Radio button, one-up vertical	Single	Y
			Some college				
			Technical or vocational degree				
			Associate Degree				
			Bachelor's degree				
			Master's degree				
			Advanced degree (Ph.D, JD, etc)				
			Other, please specify	Α			
EDO02562	Α	Other_level of education			Text area, no char limit		N
EDO02563		How many years of experience do you have in your current	0-2 Years		Radio button, one-up vertical		Y
			3-5 Years				

EDO02546	Skip Logic Label	Question Text How long did it take you to finish vour application?	1-2 hours 3-4 hours	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi	Required Y/N
EDO02547		What documents were you required to submit for this	More than four hours  Resume only, no other documents  A resume and an assessment questionnaire		Radio button, one-up vertical	Single	Y
ED000E40	•	Othor documents submitted	Other, please specify	Α	Tout area no about limit		NI.
EDO02548 AED12560	A	Other_documents submitted How do you feel the Federal job application process compares to private sector job application processes?	Federal job application process is more cumbersome.  Federal job application process is		Text area, no char limit Radio button, two-up vertical	Single	Y
			less cumbersome.  Federal job application process and private sector job application process are about the same.				
EDO02549		What is your number one reason for applying for this position with the Federal government? (Choose only one answer)	Salary		Radio button, one-up vertical	Single	Y
			Career advancement opportunities				
			Interested in the location of the job				
			A chance for public service (want to work for the Federal gov't)				
			Interested in duties of the position				
			Interested in working for this agency				
			Flexible schedules, such as telework				
			Other, please specify	Α			
EDO02550	Α	Please tell us any other reasons you are interested in applying for this position.			Text area, no char limit		N
ACQOsl0002055		Do you know how to check the current status of your	Yes		Drop down, select one	Single	Υ
EDO02551		Are you <b>currently</b> employed?	Yes No		Drop down, select one	Single	Y
EDO02553		Have you ever worked for the Federal Government?	Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently	В	Drop down, select one	Single	Y
			do not  No, I have never worked for the Federal government				

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	Skip						
	Logic	Out of the Tour	Answer Choices	Older to	T ( l	Single or	Required
EDO02556	Label B	Question Text	(limited to 50 characters) GS-1 or equivalent	Skip to	Type (select from list)  Drop down, select one	Multi	Y/N N
ED002556	В	If yes, what is the highest grade level position you have held with the Federal Government?	GS-1 or equivalent		Drop down, selectione	Single	IN
			GS-2 or equivalent				
			GS-3 or equivalent				
			GS-4 or equivalent				
			GS-5 or equivalent				
			GS-6 or equivalent				
			GS-7 or equivalent				
			GS-8 or equivalent				
			GS-9 or equivalent GS-10 or equivalent				
			GS-11 or equivalent				
			GS-12 or equivalent				
			GS-12 or equivalent				
			GS-14 or equivalent				
			GS-15 or equivalent				
			SES/SL/ST				
			Don't know				
			Other, please specify	Α			
AED12561	Α	Other_highest grade level held			Text area, no char limit		N
EDO02557		How did you hear about this job?	I was notified via a USAJOBS automated search agent		Radio button, one-up vertical	Multi	Υ
			I routinely search USAJOBS				
			College career service center				
			Social media (Facebook, Twitter,				
			etc.) I attended a recruitment event				
			where I met with agency Visited the agency website				
			I was referred to the position by				
			an employee of that agency				
			Agency print ad				
			Referred by an associate/friend				
			Found it on another job board or				
			search agent other than USAJOBS				
			Other, please specify	Α			
EDO02558	Α	Other_hear about job	Other_hear about job		Text area, no char limit		
EDO02560		Have you graduated college or obtained your degree within the last two years?	Yes		Drop down, select one	Single	Y
			No				
EDO02561		education you have attained?	High school diploma		Radio button, one-up vertical	Single	Y
			Some college				
			Technical or vocational degree				
			Associate Degree				
			Bachelor's degree Master's degree				
			Advanced degree (Ph.D, JD, etc)				
			Other, please specify	Α			
EDO02562	Α	Other_level of education			Text area, no char limit		N
EDO02563			0-2 Years		Radio button, one-up vertical		Y
			3-5 Years				

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	Skip Logic		Answer Choices			Single or	Required
	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N
EDO02546		How long did it take you to finish your application?	Less than one hour		Radio button, one-up vertical		
			1-2 hours				
			3-4 hours				
			More than four hours				
EDO02547		What documents were you required to submit for this	Resume only, no other documents		Radio button, one-up vertical	Single	Y
		position?					
			A resume and an assessment questionnaire				
			Other, please specify	Α			
EDO02548	Α	Other_documents submitted			Text area, no char limit		N
AED12560		How do you feel the Federal job application process compares to private sector job application processes?	Federal job application process is more cumbersome.		Radio button, two-up vertical	Single	Y
			Federal job application process is less cumbersome.  Federal job application process and private sector job application process are about the same.				
EDO02549		What is your number one reason for applying for this position with the Federal government? (Choose only one answer)	Salary		Radio button, one-up vertical	Single	Y
			Career advancement opportunities				
			Interested in the location of the job				
			A chance for public service (want to work for the Federal gov't)				
			Interested in duties of the position				
			Interested in working for this agency Flexible schedules, such as tele-work		-		
			Other, please specify	Α	-		
EDO02550	Α	Please tell us any other reasons you are interested in	Cutor, picuse specify		Text area, no char limit		N
EDO02551		applying for this position.  Are you currently employed?	Yes		Drop down, select one	Single	Y
		.,	No No		,		
EDO02553		Have you ever worked for the Federal Government?	Yes, I currently work for the Federal government	В	Drop down, select one	Single	Y
			Yes, I have worked for the Federal government but currently do not No, I have never worked for the Federal government				
EDO02556	В	If yes, what is the highest grade level position you have held with the Federal Government?	G10		Drop down, select one	Single	N
			G11				
			G12				
			<del>G13</del>				
			GS-1 or equivalent				
			GS-2 or equivalent				
			GS-3 or equivalent GS-4 or equivalent				
			GS-5 or equivalent				
			GS-6 or equivalent				
			GS-7 or equivalent				
			GS-8 or equivalent				
			GS-9 or equivalent				
			GS-10 or equivalent				
			GS-11 or equivalent GS-12 or equivalent				
			GS-13 or equivalent				
			GS-14 or equivalent				
			GS-15 or equivalent				
			SES/SL/ST				
			Don't know				
AED12561	Α	Other highest grade level held	Other, please specify	Α	Text area, no char limit		N
EDO02557	A	How did you hear about this job?	I was notified via a USAJOBS automated search agent		Radio button, one-up vertical	Multi	Y
		Johnson about and job.	I routinely search USAJOBS		baddin, one up vertical	····uiu	, i

	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			College career service center Social media (Facebook, Twitter, etc.) I attended a recruitment event where I met with agency representatives				
			Visited the agency website I was referred to the position by an employee of that agency Agency print ad				
EDO02558	A	Other hear about job	Referred by an associate/friend Found it on another job board or search agent other than USAJOBS Other, please specify Other hear about job	A	Text area, no char limit		
EDO02560		Have you <b>graduated college or obtained your degree</b> within the last two years?	Yes No	-	Drop down, select one	Single	Y
EDO02561		What is the <b>highest level of education</b> you have attained?	High school diploma  Some college Technical or vocational degree Associate Degree Bachelor's degree Master's degree Advanced degree (Ph.D., JD, etc) Other, please specify	A	Radio button, one-up vertical	Single	Y
EDO02562	Α	Other_level of education			Text area, no char limit		N
EDO02563		How many <b>years of experience</b> do you have in your <b>current</b>	0-2 Years 3-5 Years		Radio button, one-up vertical		Y